Fleet Care

eHawk™ Remote Support

Premium remote technical support, on-demand services at your command

When you call eHawk Remote Support and grant live access to rig data, our technicians, along with subject matter experts from throughout NOV, can connect to help troubleshoot and resolve equipment challenges. We are here to assist you whenever and wherever you may need it, 24/7/365. Globally integrated support centers in the USA and Norway make it easier to collaborate with your rig crew and shorebased support team. Make us your first point of contact. We expedite solutions by providing technical documentation and liaising with spare parts, field service and engineering groups to drive timely and effective support.

NOV Rig Systems

proven through over
400
subscriptions

Safe and Secure Network

We understand that your rig data is highly valuable and keeping it safe is our number one priority. Our eHawk service centers are equipped with their own separate network that can only be accessed by authorized personnel. A VPN configuration will prevent unauthorized viewing of sensitive information and provide secure and continuous connectivity to your rigs. eHawk Remote Support offers powerful data loggers to provide a clearer picture of what is happening to enable efficient diagnosis of your equipment or operational issues. By accessing the DCN and machine controllers, we have the ability to perform trend data analysis and remotely install software updates.

Remote support providing faster response times and reduced service personnel visits

eHawk capabilities with:	eHawk Data Logger on Amphion™ or Cyberbase™	eHawk Terminal and DFR (Cyberbase only)	eHawk Terminal only (Cyberbase)
24/7/365 remote support	●	●	●
Remote troubleshooting & investigation using logged data	●	●	●[†]
Remote install control software/application upgrades*	●	●	●
Direct communication with eHawk by phone or e-mail	●	●	●
Direct terminal chat with eHawk service center	●	●	●
Drilling Control Network data logging	●	●	●
Enhanced support from SME's and design engineers	●	●	●[†]
Analysis tools allow visualization of data trends	●	●	
Remote troubleshooting & forensic access to:			
View PLC software	●	●	
Up to two years of logged data	●	●	●[†]
Logged control network data	●	●	●[†]
Logged operator commands	●	●	●[†]
Logged input/output signals	●	○	○
Logged internal controller signals	●		
Playback of driller screens and commands (HMI)		●	
Alarm and event reporting tool	●	●	○
GPS time stamped data records	○	○	○

for limited applications and with NOV engineering approval ○ *optional feature available* [†] *capabilities dependent on Cyberbase configuration*

Key Features

- 24/7/365 remote support providing faster issue response time and reduced service personnel visits, reducing potential downtime and cost.
- Thorough root cause analysis through playback and analysis of historical data, using evidence to ensure valid corrective actions are identified.
- Design engineers and SME's help rig crews improve their knowledge of their equipment and make informed decisions.

- Exploits NOV's Tracker database to comprehensively track service calls, human resources, equipment and rig history, reducing the chance of problems reoccurring.
- Remotely install control system and application upgrades to meet the demands of an ever-changing technical environment. This is available for limited applications and only with prior approval from NOV engineering and the customer.

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